**GENERAL / GETTING STARTED**

**HOW DO I CREATE AN ACCOUNT?**

Create an account by clicking [here](https://portal.truckitapp.com/), then fill out the form.

Note: If you are a hauler, you will need to provide your insurance agent’s name, phone number, and email address.

**WHAT DO I DO AFTER I CREATE MY ACCOUNT?**

Both contractors and haulers use our customer portal to add supplemental information we use on the system. For example, hauling companies will add trucks, drivers, and possibly dispatchers. Contractors will enter in their authorized users. When these users are added, our system sends emails to them to assist with logging in and downloading our apps.

**DO I HAVE TO CONNECT ALL OF THE TRUCKS IN MY FLEET? DOES EVERYONE IN MY COMPANY NEED A LOG IN?**

Haulers: No! You can pick and choose which trucks you connect to our applications. All we need from you is the required company information, including insurance if you are a hauler.

Contractors & Material Producers: No! The entire company does not need to be on TruckIT in order to utilize our products. Our application is particularly useful for foremen, superintendents, owner/operators, fleet owner, fleet manager, back office, and others.

**DO YOU OFFER INTEGRATIONS FOR MY EXISTING PLATFORMS/API SOLUTIONS?**

Yes. We’re constantly developing platform integrations and we offer custom API solutions. API compatibility depends on other platforms you’re currently using and what you hope to get out of connecting TruckIT to those existing tools.[Click here to submit a Technology request for more info](https://www.truckit.com/technology-request-form/). TruckIT’s tech team will personally guide you through integration possibilities.

**WHY IS MY ACCOUNT NOT ACTIVE/PENDING APPROVAL?**

Because the TruckIT service is based upon contracted agreements between Contractors and Haulers, we take steps to make sure that everyone posting a job, or bidding on one, is legit. Also, things like proof of insurance must be received and reviewed for haulers. In general, we approve accounts within a day or two of submittal.

**HOW DOES WEATHER IMPACT MY JOBS?**

Like the rest of the industry, TruckIT understands weather can create difficult work conditions. That’s why we allow contractors to cancel accepted jobs in the event of inclement weather, and Haulers acknowledge this in their legal agreement. When a job is cancelled, it is truly ‘done’ - new jobs must be scheduled to make up for any cancelled deliveries. This may be filled by the same hauler or a different one, depending on availability.

**WILL MY COMPETITORS HAVE ACCESS TO MY TRUCK DATA OR MY JOB RATES?**

No. Every company on TruckIT has their own account and working environment, and the only people that have access to your jobs are the people that you invite to join your network. You can easily manage what every person sees so they only have access to the information you want them to have.

Learn more about TruckIT’s security and privacy [here](https://unruffled-lumiere-a0f243.netlify.com/whytruckit/security/).

**HOW DO I DOWNLOAD THE APP?**

Head to our Apps page where you will have the option to download the app for an Android or Apple smart phone device.

**WHAT HAPPENS IF I DON’T LOG TICKETS?**

To take advantage of the full capabilities of the TruckIT platform tickets must be logged correctly. Logging tickets provides real-time insights to all parties and ultimately serves as the source of record for payments –*not logging tickets may result in delay or reduction of payment.*

**FOR CONTRACTORS**

**WHAT HAPPENS WHEN I POST A JOB?**

When posting a job, you have an option to only send to your preferred haulers or broadcast to TruckIT’s vetted network of hundreds of trucks within a 20 mile radius to your project . Haulers can also establish regional coverage areas and will be notified for any available drop-off or pick-up location within that geo-fence. No more worries about staying on schedule due to limited capacity to import or export your material. Once you post your job, owner/operators are notified that your job is available. Haulers will review your job details to fill and dispatch trucks to your job.

**HOW DO I KNOW WHEN A JOB IS FILLED?**

No more phone tag or over trucking, the TruckIT platform is automated so can can monitor in real-time as your order is filled and/or receive notification updates as haulers accept your job. You’ll see the name, contact info and truck number for each drive assigned along with the haulers business information of all the drivers that accept your jobs.

**FOR HAULERS**

**DO I HAVE TO PAY FOR TRUCKIT?**

TruckIT’s marketplace is free for Haulers. You keep 100% of the job fee that you agree to in the marketplace. Your hauling service fee is already factored into the price that you accept in the marketplace.  
TruckIT’s add-on features are available for an additional fee. Add-on features include AirTicket™ , fleet and dispatch management, reporting and business insights, API integrations.

**WHAT IS REQUIRED FOR SIGN UP AND USE OF TRUCKIT?**

We will need basic contact info for the account holder and the associated business. In addition to that, we require valid liability and worker’s comp insurance ([click here for details](https://www.truckitapp.com/terms-of-service_haulers?__hstc=27695651.8964032f037144b601806c6227261b4e.1576183726663.1583766417772.1583774148004.47&__hssc=27695651.7.1583774148004&__hsfp=2084128569)). During account creation, we will ask you for your insurance agent’s name, phone, and email address to gather the insurance proofs. You will also be provided our Hauler License Agreement which outlines other important conditions, such as maintaining safe, licensed vehicles.

**FOR MATERIAL PRODUCERS**

**[WHAT TYPES OF SUPPLY COMPANIES AND MATERIAL PRODUCERS DOES TRUCKIT WORK WITH?](https://www.truckit.com/faqs/)**

[TruckIT currently serves companies in the aggregate and asphalt sectors, which is where initial demand for services was strongest. We also work with large waste projects and demo companies, where our Dispatch solutions are used in a very similar manner.](https://www.truckit.com/faqs/)[[Click here to view all the material verticals we cater to](https://www.truckit.com/faqs/)](https://www.truckit.com/industry/)[.](https://www.truckit.com/faqs/)

**[DO I HAVE TO PAY FOR TRUCKIT?](https://www.truckit.com/faqs/)**

[Suppliers generally rely on our fleet and dispatch solutions. We have a no-fee solution for smaller operations, but most Material Producers or dispatch-intensive projects use our Enterprise Dispatch tool, which we offer at a variety of pricing options.](https://www.truckit.com/faqs/)[[Click here to fill out a Material Producer request](https://www.truckit.com/faqs/)](https://www.truckit.com/material-producer-demo-request-form/)[- A rep will personally reach out to provide pricing.](https://www.truckit.com/faqs/)

**[DOES THE DISPATCH SOLUCITON WORK IF WE SUB-CONTRACT OUR TRUCKS AND DRIVERS?](https://www.truckit.com/faqs/)**

[Absolutely! Many supply companies use a combination of owned and sub-contracted trucks, depending on seasonal levels of demand. TruckIT will support 100% Owned, 100% subbed, and anything in between.](https://www.truckit.com/faqs/)

**HOW MUCH TRAINING IS NEEDED TO USE THE DISPATCH SOLUTIONS?**

The system is pretty easy to use. We generally spend less than a day training dispatchers and have developed an online training process for drivers that only takes an hour or so.

**BILLING/INVOICING**

**HOW DO I GET PAID?**

[TruckIT platform facilitates billing and payments between customers and haulers. Pricing and payment terms are negotiated and agreed to at time of job acceptance, and TruckIT provides an easy to access record of each transaction, including amount, timing and source of payment.](https://www.truckit.com/faqs/)

**WHEN DO I GET PAID?**

Payment terms are set at the job level. Timing for payment is defined and agreed to when you accept a job. The industry typically provides more competitive pricing for jobs with shorter payment terms.